User Guide

HP Deskjet 2900
Ink Advantage 2900
Ink Advantage Ultra 5100

HP Deskjet 4300
Ink Advantage 4300
Ink Advantage Ultra 5800

HP DeskJet All-in-One series

HP company notices

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Safety Information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- Read and understand all instructions in the documentation that comes with the printer.

- Observe all warnings and instructions marked on the product.

- Unplug this product from wall outlets before cleaning.

- Do not install or use this product near water, or when you are wet.

- Install the product securely on a stable surface.

- Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.

- If the product does not operate normally, see **Solve a problem** in this guide.

- There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 Get started

Learn about printer parts, control panel features, and other printer functionalities.

NOTE: The printer images and details may vary depending on your printer model.

Printer views

Printer parts and their descriptions.

Front view

Printer parts on the front.

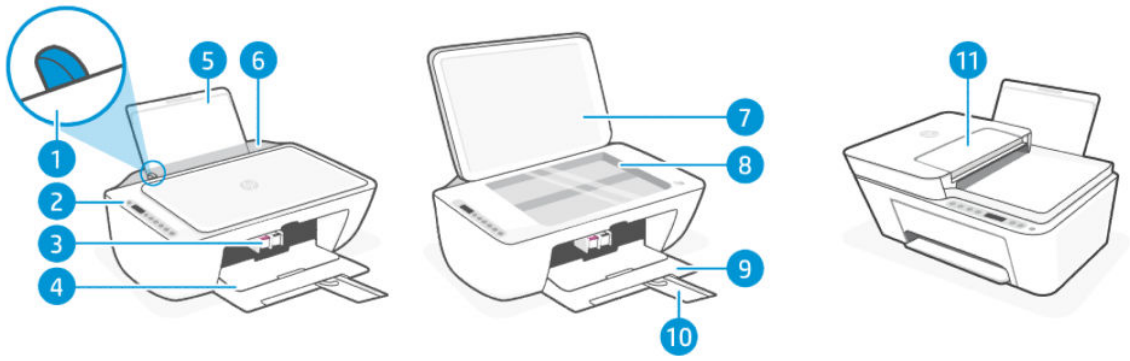


Table 1-1 Printer front view

Feature	Description
1	Paper guide
2	Control panel
3	Cartridges
4	Cartridge access door
5	Input tray
6	Input tray shield
7	Scanner lid
8	Scanner glass
9	Output tray/front door
10	Output tray extender
11	Document feeder (some printer models)

Rear view

Printer parts on the rear.

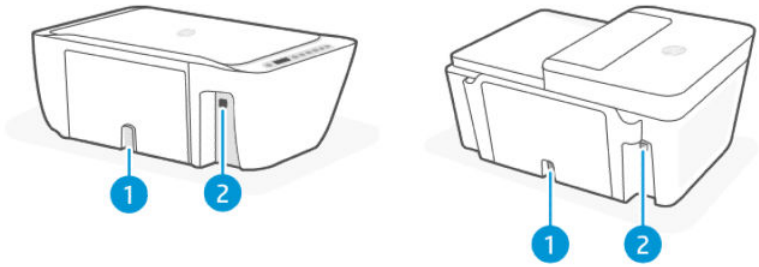


Table 1-2 Printer rear view

Feature	Description
1	Power connection
2	USB port

Control panel

Understand the control panel buttons, lights, and display icons.

Control panel features

The control panel has buttons for direct interaction, as well as lights and a display to indicate printer status and errors.

Depending on your printer model, check the details of the appropriate control panel below.

Also see Interpret error codes, lights, and icons.

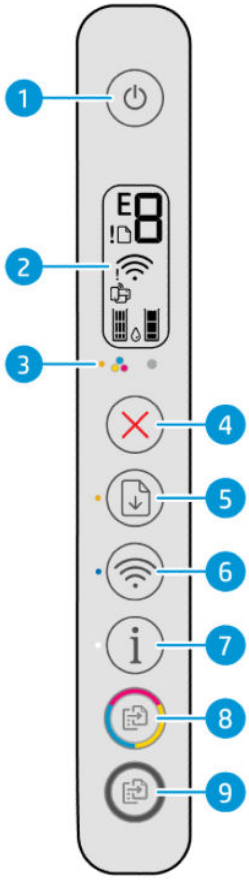


Table 1-3 Overview of buttons and lights

Feature	Description
1	**Power** button: Turn the printer on or off.
2	**Control panel display**: Shows the number of copies, wireless status and signal strength, Wi-Fi Direct status, warnings or errors, and the estimated ink levels.
3	**Ink Alert** light: Indicates low ink or cartridge problems.
4	**Cancel** button: Stop the current operation.
5	**Resume** button: Resume a job after a disruption (for example, after loading paper or clearing a paper jam). **Resume** light: Indicates the printer is in a warning or error state.
6	**Wi-Fi** button: Turn on or off the wireless capability of the printer. **Wi-Fi** light: Indicates whether the printer is connected to a Wi-Fi network.
7	**Information** button: Print an information page. The page provides a summary of printer information and current status. **Information** light: • If the light is blinking white, press the **Information** button to confirm connection if you are doing Wi-Fi setup. • If the light is amber, press the **Information** button to print the information page. Check the page for diagnostic information and follow the instructions to solve any problems.
8	**Color copy** button: Start color copying. To increase the number of copies, quickly press the button multiple times.

Table 1-3 Overview of buttons and lights (continued)

Feature	Description
9	**Black copy** button: Start black-and-white copying. To increase the number of copies, quickly press the button multiple times.

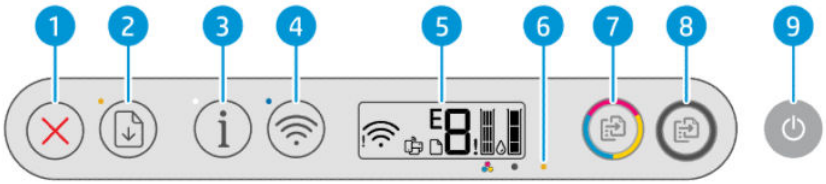


Table 1-4 Overview of buttons and lights

Feature	Description
1	**Cancel** button: Stop the current operation.
2	**Resume** button: Resume a job after a disruption (for example, after loading paper or clearing a paper jam). **Resume** light: Indicates the printer is in a warning or error state.
3	**Information** button: Print an information page. The page provides a summary of printer information and current status. **Information** light: • If the light is blinking white, press the **Information** button to confirm connection if you are doing Wi-Fi setup. • If the light is amber, press the **Information** button to print the information page. Check the page for diagnostic information and follow the instructions to solve any problems.
4	**Wi-Fi** button: Turn on or off the wireless capability of the printer. **Wi-Fi** light: Indicates whether the printer is connected to a Wi-Fi network.
5	**Control panel display**: Shows the number of copies, wireless status and signal strength, Wi-Fi Direct status, warnings or errors, and the estimated ink levels.
6	**Ink Alert** light: Indicates low ink or cartridge problems.
7	**Color Copy** button: Start color copying. To increase the number of copies, quickly press the button multiple times.
8	**Black Copy** button: Start black-and-white copying. To increase the number of copies, quickly press the button multiple times.
9	**Power** button: Turn the printer on or off.

Control panel display icons

The control panel display shows error codes and has several helpful status icons.

Also see Interpret error codes, lights, and icons.

NOTE: The printer images and details may vary depending on your printer model.

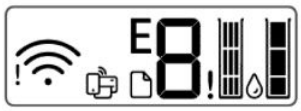


Table 1-5 Control panel display icons

Icon	Description
	Error Code/Number Counter • Displays the letter E and a number when the printer is in an error state. • Shows the number of copies when copying documents. The maximum count is 9. • Changes to a blinking "A" after the printhead alignment page is printed. • Shows a racetrack animation or spinning icon when the printer is busy. See Error codes.
	Error icon: Indicates a warning or an error.
	Paper icon: Indicates paper related issues (including out of paper, paper jam, and so on).
	Wi-Fi status icons: Indicate the Wi-Fi status and signal strength. • Wi-Fi Alert Icon • Wi-Fi signal bars
	Wi-Fi Direct icon: Indicates the Wi-Fi Direct status. • On: Wi-Fi Direct is turned on and ready to use. • Off: Wi-Fi Direct is off. • If blinking fast in sync with the **Error** icon for 3 seconds and stays on, Wi-Fi Direct has reached the maximum of 5 connections. • If blinking fast in sync with the **Error** icon for 3 seconds and turns off, Wi-Fi Direct is disabled by your network administrator.
	Ink Level icons: Indicate the estimated ink levels of the cartridges. The left icon represents the color cartridge and the right icon represents the black cartridge.

Perform common tasks from the printer control panel

Perform common tasks using buttons on the control panel.

Table 1-6 Perform common tasks

Task	Instructions
Turn on or off the wireless capability of the printer	• If the blue **Wi-Fi** light is off, press the **Wi-Fi** button to turn it on. • To turn off the Wi-Fi function, press the button again.
Turn Wi-Fi Direct on or off	Press the **Wi-Fi** button and the **Resume** button for 3 seconds. When the feature is on, the **Wi-Fi Direct** icon should appear on the printer display.

Print reports from the printer control panel

Learn about the reports you can print directly from the printer and how to print them.

Before you print, make sure paper is loaded in the input tray.

Table 1-7 Print reports

Printer report	How to print	Description
Printer Information Page	Press the **Information** button .	Provides a summary of printer information and status, including network, Wi-Fi Direct, Web Services, ink, and so on.
Printer Status Report	Press and hold the **Cancel** button for 3 seconds.	Provides a summary of printer information, current status, and settings, including connectivity settings, as well as print or scan settings and usage.
Wi-Fi Network Test Report and Network Configuration Page	Press the **Wi-Fi** button and the **Information** button at the same time.	Wi-Fi Network Test Report shows the diagnostics results for the status of the Wi-Fi network, Wi-Fi signal strength, detected networks, and more. Network Configuration Page shows the network status, hostname, network name, and more.
Wi-Fi Quick Start Guide	Press and hold the **Information** button for 3 seconds.	Provides instructions to help you connect your printer to a Wi-Fi network.
Wi-Fi Direct Guide	Press the **Information** button and **Resume** button at the same time.	Provides instructions to help you set up and use Wi-Fi Direct. Also contains the Wi-Fi Direct name and password.
Web Services Report	Press the **Information** button and **Cancel** button at the same time.	Depending on Web Services status, the report provides instructions to help you turn on or set up Web Services, and also fix connection issues.
WPS PIN Code Page	Press the **Information** button and the **Wi-Fi** button at the same time for 5 seconds.	Provides the PIN code for a WPS connection.

Change printer settings

You can change printer settings using HP software or the embedded web server (EWS).

The HP app (iOS, Android, Windows, and macOS)

Follow these steps:

1. Open the software on your computer or mobile device. If prompted, create or sign in to an HP account.

   See Use the HP app (iOS, Android, Windows, and macOS).

2. Select your printer, and then click or tap **Printer Settings**; alternatively, click or tap your printer image to access the printer settings.

3. Select the desired option and make the necessary changes.

The embedded web server (EWS)

Follow these steps:

1. Open the EWS. See Access and use the EWS.

2. Search for a setting. Or click the desired function or tab, and then select a setting from the left menu.

3. Make the necessary changes.

Find the default printer password or PIN

When setting up or connecting the printer, if you are prompted for a password, enter the default PIN which is available from the PIN label on the printer.

Open the front door and cartridge access door to locate the PIN label.

If you have changed the password in the embedded web server (EWS), enter your password when prompted.

Use the HP app (iOS, Android, Windows, and macOS)

This HP software can help you perform different printer tasks from mobile devices and computers.

- Set up and connect your printer.
- Print and scan documents and photos.
- Share documents through email and other applications.

- Manage printer settings, check printer status, print reports, and order supplies.

NOTE:

- This software is supported on mobile devices and computers running on some versions of iOS, Android, Windows, and macOS.
- It is only available in some languages and only supports some file formats. Some features are only available on certain printers or models.
- You can download from the respective app stores for the device.
- Visit the HP support website at hp.com/support for more information.

Follow these steps to install the software.

1. Visit hp.com/start/install to download and install the software on your device.
2. Open the software.
3. If prompted, create or sign in to an HP account and register the printer.
4. Connect the printer.

   See Connect your printer.

Turn printer off

Press the **Power** button to turn off the printer. Wait until the **Power** light turns off before unplugging the power cord or turning off a power strip.

CAUTION: When turning off the printer, make sure to follow the proper procedure to avoid any problems.

2 Connect your printer

Learn about different ways to connect your printer.

Connect to a Wi-Fi network

Learn about different ways to connect to your Wi-Fi network.

Before you begin

For Wi-Fi connection, ensure the following:

- Your Wi-Fi network is set up and working properly.
- Wi-Fi capability of the printer is turned on. Press the **Wi-Fi** button to turn it on.

  For Wi-Fi status, see Wi-Fi status, light, and icons.
- The printer is in Wi-Fi setup mode. In setup mode, the **Wi-Fi** light should blink blue.

  If not, reset the printer network settings. See Restore original factory defaults and settings.
- The printer and the devices that use the printer are on the same network (subnet).

While connecting the printer, you might be prompted to enter the Wi-Fi network name (SSID) and a Wi-Fi password.

- SSID is the name of your Wi-Fi network.
- The Wi-Fi password prevents other people from connecting to your Wi-Fi network without your permission. Depending on the level of security required, your Wi-Fi network might use either a WPA passphrase or WEP key.
- If you have not changed the network name or the security passkey since setting up your Wi-Fi network, you might find them on the back or side of the wireless router.
- If you cannot find or remember your network credentials, see the documentation provided with your computer or with the wireless router; or contact your network administrator or the person who set up the Wi-Fi network.

NOTE:

- To resolve network connection issues, see Fix network connection issues.
- Visit HP Wi-Fi Printing Center for more information about setting up and using the printer wirelessly.

Connect to a Wi-Fi network using the HP app

Install and use this HP software on your computer or mobile device to set up or connect the printer to your Wi-Fi network.

See Use the HP app (iOS, Android, Windows, and macOS).

1. Make sure your computer or mobile device is connected to your Wi-Fi network. On your device, turn on Bluetooth and/or location services.

NOTE: The software uses Bluetooth for printer setup. It does not support printing using Bluetooth.

2. If your printer Wi-Fi was previously turned off, press the **Wi-Fi** button to turn it on.

3. Make sure the printer is in Wi-Fi setup mode. The **Wi-Fi** light should blink blue.

   If not, reset the printer network settings. See Reset printer network settings from the control panel.

4. Open the software on your computer or mobile device.

   If prompted, create or sign in to an HP account.

5. Select the option to add printer, and then follow the onscreen instructions to add or connect the printer.

   - If prompted for the printer password, enter the default PIN available from the PIN label on the printer. See Find the default printer password or PIN.
   - When the printer is connected successfully, the **Wi-Fi** light stops blinking and remains lit.

Connect to a Wi-Fi network using Wi-Fi Protected Setup (WPS)

This Wi-Fi setup method can be used if your router has a WPS button.

1. Make sure your router and printer are not too far from each other.

2. From the printer control panel, press and hold the **Wi-Fi** button for at least 3 seconds to start WPS.

3. Press the WPS button on your router within 2 minutes.

NOTE: After connecting the printer wirelessly, visit hp.com/start/install to download and install HP software on your device.

Change Wi-Fi settings from EWS

Follow these steps:

1. Open the EWS. See Access and use the EWS.
2. Click the **Network** tab.
3. From the left menu, click the wireless option, and then select any wireless settings.
4. Make the necessary changes, and then click **Apply**.

Connect using Wi-Fi Direct

With Wi-Fi Direct, you can directly connect your computer or mobile device to the printer and print wirelessly, without connecting your device to an existing network.

Visit hp.com/go/wirelessprinting for more information on Wi-Fi Direct.

Take note of the following before you begin.

- Make sure your computer or mobile device has HP software or a compatible software installed.

- The Wi-Fi Direct name and password can be found on the Wi-Fi Direct guide. See Print reports from the printer control panel.
- Wi-Fi Direct cannot be used to connect your computer, mobile device, or printer to the Internet.
- Up to 5 computers and mobile devices can connect to the printer using Wi-Fi Direct connection.

Follow these steps:

1. If your printer Wi-Fi Direct was previously turned off, press the **Wi-Fi** button and the Resume button for 3 seconds.

   When the feature is on, the **Wi-Fi Direct** icon should appear on the printer display.

2. On your computer or mobile device, find and select the Wi-Fi Direct name of your printer from the list of Wi-Fi networks.
3. Connect to the printer. When prompted, enter the Wi-Fi Direct password.

Change Wi-Fi Direct settings from EWS

Follow these steps:

1. Open the EWS. See Access and use the EWS.
2. Click the **Network** tab.
3. From the left menu, click **Wi-Fi Direct**, select **Status**, and then click the **Edit Settings** button.
4. Make the necessary changes, and then click **Apply**.

Connect your printer using a USB cable

You can connect your printer using a USB cable.

1. Connect the printer and computer using a USB cable.
2. Open HP software on your computer. If prompted, create or sign in to an HP account.
3. Select the option to add printer, and then follow the onscreen instructions to add the printer.

Change from USB to Wi-Fi connection

Unplug the USB cable from the printer, and then follow the instructions in Connect to a Wi-Fi network using the HP app.

3 Load media

Learn how to load paper and originals.

Take note of the following before you begin.

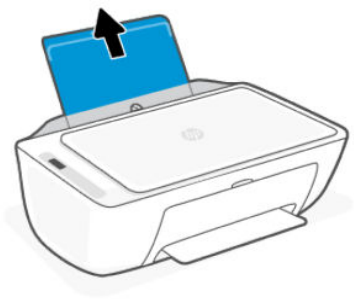
- To prevent issues, change the paper settings to match the paper loaded in the input tray. See Change the paper settings.
- Do not load paper while the printer is printing.
- If there is other paper in the input tray, remove the paper before loading a different paper type or size.
- For a complete list of supported media, refer to the printer software. For network printers, you can also check the embedded web server (EWS). To open EWS, see Access and use the EWS.

NOTE: The printer images and details may vary depending on your printer model.

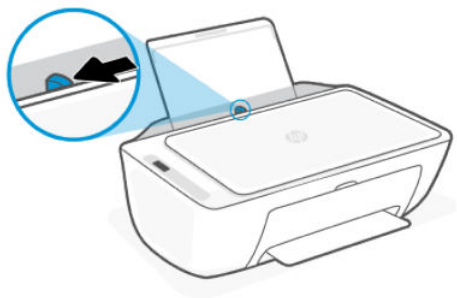
Load paper

Load a stack of paper into the tray.

1. Raise the input tray.

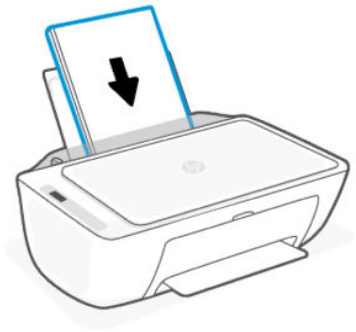


2. Slide the paper-width guide to the left.

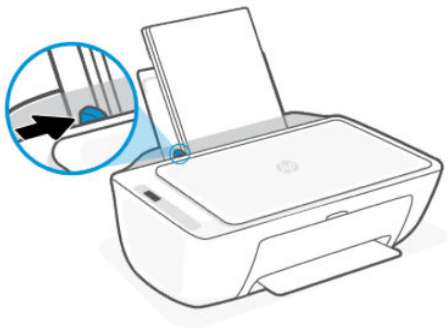


3. Insert paper into the input tray until it stops. Make sure paper is inserted in portrait orientation with the side to be printed facing up.

   If you are loading small-size paper (like photo paper), make sure the paper stack is aligned with the far-right side of the tray.



4. Slide the paper-width guide to the right until it stops at the edge of the paper.

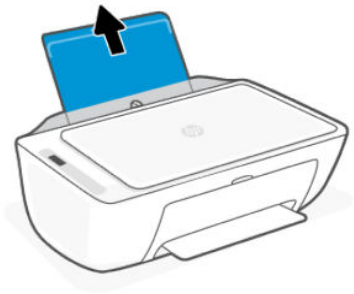


5. Lower the output tray and pull out the output tray extender.

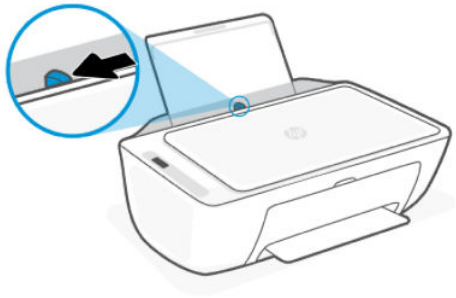
Load envelopes

Load envelopes into the tray.

1. Raise the input tray.



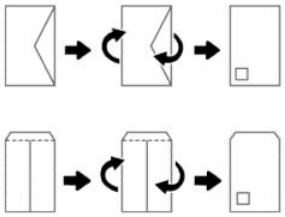
2. Slide the paper-width guide to the left.

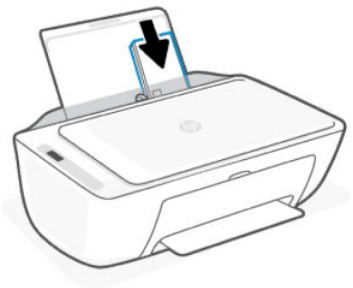


3. Insert one or more envelopes into the far-right side of the input tray, and slide the stack down until it stops. The side to be printed on should face up.

   a. For envelopes with a flap on the long edge, insert vertically with the flap on the left side and facing down.

   b. For envelopes with a flap on the short edge, insert vertically with the flap on top.





4. Slide the paper-width guide to the right against the stack of envelopes until it stops.

5. Lower the output tray and pull out the output tray extender.

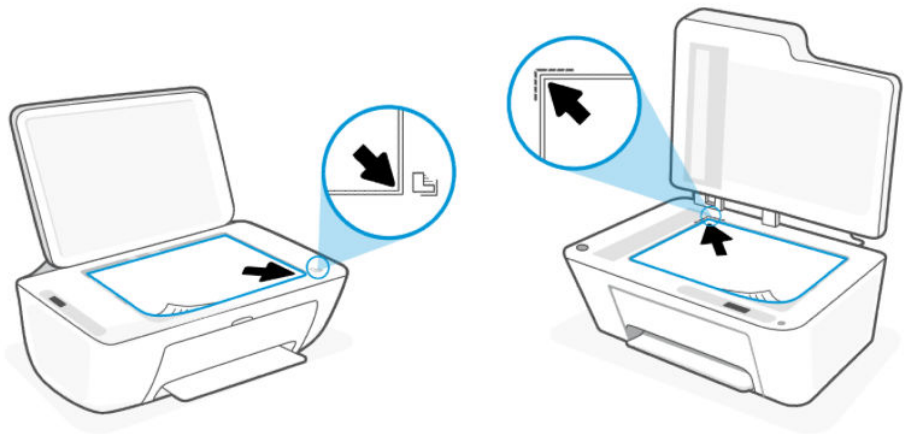
Load an original on the scanner glass

Copy or scan an original by placing it on the scanner glass.

1. Lift the scanner lid.

2. Load your original print-side down on the scanner glass. Align the original to the indicated corner and the engraved guides along the edges of the scanner glass.

NOTE: The printer images and details may vary depending on your printer model.



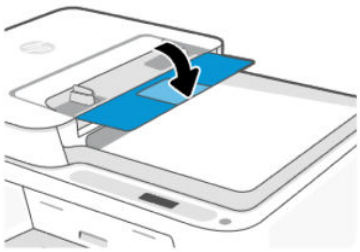
3. Close the scanner lid.

Load an original in the document feeder (some printer models)

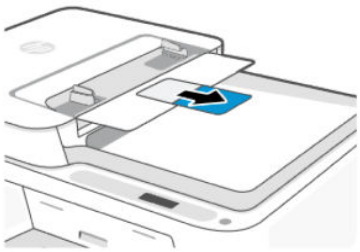
You can copy or scan a document by placing it in the document feeder.

NOTE: The document feeder is available in some printer models.

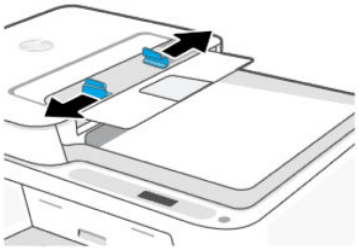
1. Open the document feeder tray.



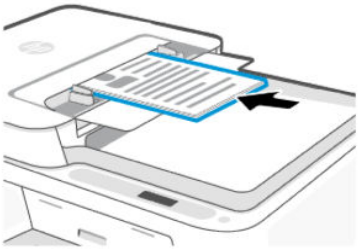
2. Slide out the tray extender.



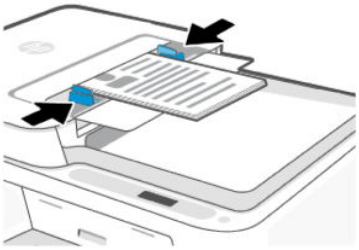
3. Slide the paper-width guides outwards.



4. Load your original print-side up into the document feeder.



5. Slide the paper-width guides inward until they stop at the edge of the paper.



Paper basics

The printer is designed to work well with most types of office paper. It is best to test a variety of paper types before buying large quantities.

Use HP paper for optimum print quality. Visit hp.com for more information about HP paper.

HP recommends plain papers with the ColorLok logo for printing everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and that dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

4 Print

Learn how to print from your computer or mobile device.

You can print and manage the printer from all of your devices by installing HP software on each device.

Print from a Windows computer

Follow these steps:

1. Make sure you have installed HP software.
2. Open the document you wish to print.
3. From the **File** menu in your software program, select the **Print** option.
4. Click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Setup**, or **Preferences**.
5. Make sure your printer is selected.
6. Change any print settings, and click **OK**.
7. Click **Print** or the **OK** button to print.

Print from a Mac computer

Use the Print command from any open file.

1. If you are printing for the first time, complete the following steps.
   a. Open **System Preference**, and select **Printers & Scanners**.
   b. Click the **Add** button/icon +, select the printer from the printer list, and then click **Add**.
2. Open the document you want to print and use the **Print** command.

   Make sure your printer is selected from the list of available printers.
3. Change any print settings if needed.
4. Click **Print** to print.

Print from mobile devices

You can print using the HP app or AirPrint/HP Print Service Plugin when the mobile device is on the same network as the printer or a different network (using Wi-Fi Direct).

- iOS: Devices running iOS 4.2 or later have AirPrint preinstalled.
- Android: Download the HP Print Service Plugin (supported by most Android devices) from the Google Play Store and enable it on your device.
- Visit hp.com/go/mobileprinting for more information on mobile printing.

To print using Wi-Fi Direct, connect the printer using Wi-Fi Direct (see Connect using Wi-Fi Direct). Once the printer is connected, you can send your print job.

5 Copy, Scan, and Mobile Fax

Learn how to use the copy, scan, and mobile fax features.

Before you begin, see Tips for successful scanning and copying. If you encounter issues, see Copy and scan issues.

Copy from the scanner glass or document feeder

NOTE: The document feeder is available in some printer models.

All documents are copied in normal quality print mode. You cannot change the print mode quality when copying.

1. Load paper in the input tray.
2. Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).

   See Load an original on the scanner glass or Load an original in the document feeder (some printer models).

3. From the printer control panel, press the **Black Copy** button or the **Color Copy** button to start copying.

   To increase the number of copies, press the button multiple times quickly.

   Copying starts 2 seconds after the last button press.

Copy or scan from a mobile device

If your device has a camera, you can use the HP Smart app to scan a printed document or photo with the device camera. You can then use the software to edit, save, print or share the image.

1. Open the HP software on your mobile device. If prompted, create or sign in to an HP account.
2. Make sure your printer is selected.
3. Select one of the scan or copy options or tiles.
4. Change any settings.
5. Aim the camera at your subject, and then tap the round button at the bottom of the screen to take a picture.
6. Make other necessary changes, and then follow the onscreen instructions to complete the task.

Scan using HP printer software (Windows)

Make sure you have the software installed on your computer.

1. Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).

2. Open the software. See Use the HP app (iOS, Android, Windows, and macOS).
3. Click **Scan**, and then click **Scan a Document or Photo**.
4. Select the type of scan you want, and then click **Scan**.

   If you are scanning to a file, choose the file format to save the document (or photo).

NOTE:

- Click the **More** link at the top right corner of the Scan dialog to review and modify settings for any scan.
- If **Show Viewer After Scan** is selected, you can make adjustments to the scanned image in the preview screen.

Use Webscan

Webscan is a feature of EWS that lets you scan photos and documents from your printer to your device using a web browser.

Webscan offers basic options; use HP software for other scan options.

NOTE: For your security, some settings in EWS are password-protected. Enter the password if prompted. This is the password you have set in EWS or the default PIN available from a label on the printer. See Find the default printer password or PIN.

Enable Webscan

Follow these steps:

1. Open the EWS. See Access and use the EWS.
2. Click the **Settings** tab.
3. From the left menu, click **Security**, and then select **Administrator Settings**.
4. Select the option to enable Webscan.
5. Click **Apply**.

Scan using Webscan

Follow these steps:

1. Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).
2. Open the EWS. See Access and use the EWS.
3. Click the **Scan** tab.
4. From the left menu, click **Webscan**.
5. Select the desired options, and then click **Start Scan**.

Tips for successful scanning and copying

Follow these tips to avoid copy and scan issues.

- Keep the scanner glass and the back of the scanner lid clean. The scanner interprets anything it detects on the glass as part of the image.
- Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).
- If you want to change any scan settings, use HP software.
- Make sure to select the correct source (for example, scanner glass) for scanning when using HP software.
- To make a large copy of a small original, scan the original into the computer, resize the image in the scanning software, and then print a copy of the enlarged image.
- To avoid incorrect or missing scanned text, make sure the brightness is set appropriately in the software.

Mobile Fax

Use the feature in the HP app to quickly scan and fax multiple pages from your mobile device or computer.

Visit hpsmart.com/mobile-fax for more information.

1. Make sure your mobile device or computer is connected to a network.
2. Open the HP software on your computer or mobile device. If prompted, create or sign in to an HP account.
3. Select the **Mobile Fax** tile.

   If the tile is missing, tap or click **Personalize Tiles** to add it to your home screen.

NOTE: If you cannot find this feature, it might not be available in your country/region.

4. Fill out the necessary information and enable a cover page if desired.
5. Attach an existing file to fax or scan a new file using your printer or mobile device.
6. Review the details and send the fax when ready.

6 Configure your printer

Learn how to configure your printer using the embedded web server (EWS).

NOTE: The EWS is only available for network printers.

You can use EWS to manage printer functions and settings from your computer or mobile device.

- View printer status information
- Check the information and status of the printing supplies
- Receive notification of printer and supplies events
- View and change the network and the printer settings

Access and use the EWS

You can open the EWS using one of the following:

- The HP app
- HP printer software (Windows)
- Web browser using IP address
- Web browser using Wi-Fi Direct connection

Take note of the following before you begin.

- If the web browser displays a message indicating that the website is unsafe, select the option to continue. Accessing the website will not harm your device.
- The default username is “admin”.
- For your security, some settings in the printer home page or EWS are password-protected.
  - When accessing EWS for the first time, enter the PIN if prompted. This personal identification number (PIN) is available from the PIN label in the printer. See Find the default printer password or PIN.
  - Open the front door and cartridge access door to locate the PIN label.
  - Once you have access to EWS, you can change the password from EWS.
- Depending on how the printer is connected, some features in EWS might not be available.
- EWS is not accessible beyond the network firewall.

The HP app (iOS, Android, Windows, and macOS)

Follow these steps:

1. Open the software on your computer or mobile device. If prompted, create or sign in to an HP account.

2. Click or tap your printer image to access the printer settings.
3. Select **Advanced Settings**.

   This opens the printer home page or embedded web server (EWS).

NOTE: If prompted for the printer password, enter the default PIN available from the PIN label on the printer. See Find the default printer password or PIN.

Open the EWS using an IP address (Wi-Fi connection)

Follow these steps:

1. Find out the IP address. Press the **Information** button on the printer to print an information page.
2. Open a web browser, type the IP address or hostname in the address bar, and then click or tap **Enter**.

Open the EWS using an IP address (Wi-Fi Direct connection)

Follow these steps:

1. Make sure your device and the printer are connected using Wi-Fi Direct. See Connect using Wi-Fi Direct.
2. Open a web browser, type the following IP address or hostname of the printer in the address bar, and then click or tap **Enter**.

   IP Address: 192.168.223.1

Change the paper settings

To prevent issues, change the paper settings to match the paper loaded in the input tray.

Follow these steps:

1. Open the EWS.
2. Click the **Settings** tab.
3. From the left menu, click **Preferences**.
4. Click **Tray and Paper Management**, and then make the necessary changes.
5. Click **Apply**.

View or change network settings

Open the EWS, and then click the **Network** tab to view network information or change settings.

Rename the printer on a network

Rename the printer on a network so that it can be uniquely identified.

1. Open the EWS.
2. Click the **Network** tab.
3. From the left menu, click **General**.

4. Click **Network Identification**.
5. Make the necessary changes, and then click **Apply**.

Assign or change the system password

Assign an administrator password for access to the printer and EWS so that unauthorized users cannot change the printer settings.

1. Open the EWS.
2. Click the **Settings** tab.
3. From the left menu, click **Security**.
4. Click **Password Settings**.
5. Make the necessary changes, and then click **Apply**.

NOTE: Make note of the password and store it in a safe place.

Use Web Services

Web Services is enabled during printer setup. You can remove it from the printer home page or Embedded Web Server (EWS).

Remove Web Services using EWS

Follow these steps:

1. Open the EWS.
2. Click the **Web Services** tab.
3. From the left menu, click **Web Services Settings**, click **Remove Web Services**, and then follow the onscreen instructions.

7 Manage cartridges

This section describes how to manage cartridges and parts.

Dynamic security enabled printers

This printer is intended to work only with cartridges that have new or reused HP electronic circuitry. Reused HP electronic circuitry enables the use of reused, remanufactured, and refilled cartridges.

The printer uses dynamic security measures to block cartridges using modified or non-HP circuitry. Periodic firmware updates delivered over the internet will maintain the effectiveness of the dynamic security measures and block cartridges that previously worked.

Updates can improve, enhance, or extend the printer's functionality and features, protect against security threats, and serve other purposes, but these updates can also block cartridges using modified or non-HP electronic circuitry from working in the printer, including cartridges that work today. Unless you are enrolled in certain HP programs such as Instant Ink or use other services that require automatic online firmware updates, most HP printers can be configured to receive updates either automatically or with a notification that allows you to choose whether to update or not. For more information on dynamic security and how to configure online firmware updates, please go to www.hp.com/learn/ds.

Things to note when using cartridges

Follow these guidelines.

- Use Original HP cartridges.
- Original HP cartridges are designed and tested with HP printers and papers to help you easily produce great results, time after time.

  HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

  If you see a 'Non-HP Cartridge' message displayed from the printer software and you believe you purchased original HP cartridges, go to hp.com/go/anticounterfeit.
- Handle cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- Store cartridges at room temperature (15-35° C or 59-95° F)
- Keep all cartridges in the original sealed packages until they are needed.
- Do not open or untape cartridges until you are ready to install them. Leaving tape on the cartridges reduces ink evaporation.
- Insert the cartridges into the correct slots. Make sure the cartridges click into place. See Remove and replace an ink cartridge.
- When you install a new cartridge, the printhead alignment page prints automatically. Follow the instructions on the printed page to scan the page. This aligns the printheads for best print quality.

- If you remove a cartridge from the printer for any reason, try to replace it as soon as possible. If a cartridge is left unprotected outside the printer, its nozzles might dry out and clog up.
- Check the estimated ink levels in the cartridges to make sure there is sufficient ink. See Check the estimated ink levels.
- To protect the cartridges from drying out, turn off the printer using the **Power** button.
- If the print quality is not acceptable, see Fix print quality issues.
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- If you are moving the printer, follow these guidelines to prevent printer damage or ink leaks.
  - Keep the cartridges installed.
  - Turn off the printer by pressing the **Power** button. Wait until all sounds of internal motion stop before unplugging the printer.
  - While moving the printer, keep the printer flat; do not place the printer on its side, back, front, or top.

Check the estimated ink levels

Learn how to check estimated ink levels.

- If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicators might not be accurate or available.
- Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays.
- Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used, and some ink evaporates. See hp.com/go/inkusage.

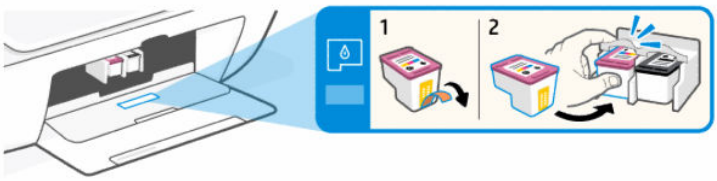
You can check the estimated ink levels from the printer control panel or HP software.

- **Printer control panel**: Check the **Ink Level** icons on the printer display.
- Open the **HP app**, and then check the estimated ink levels on the right of the printer image.
- From the Windows **Start** menu, open the HP printer software, and then click the **Estimated Levels** tab.

Order ink supplies

Find the cartridge number from the printer control panel or HP software.

- Open the front door and cartridge access door. Check the cartridge installation label.



- The **HP app**: Click or tap the printer image, and then click or tap **Supported Supplies** or **Supply Status**.
- The **HP app** (Windows): Click **Shop**, click **Shop for Supplies Online**, and then follow the onscreen instructions.

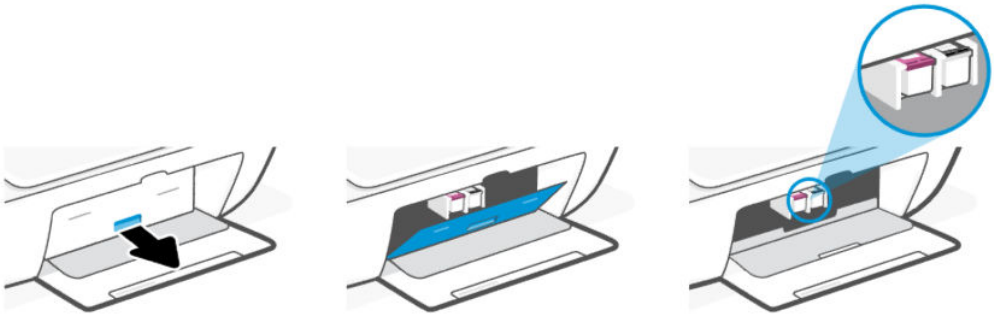
To order original HP supplies, visit hp.com/buy/supplies.

NOTE: If ordering cartridges online is not available in your country/region, you can still view supplies information and print a list for reference.

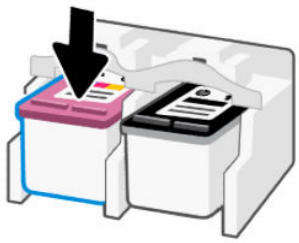
Remove and replace an ink cartridge

Replace the ink cartridge with a new, genuine HP ink cartridge.

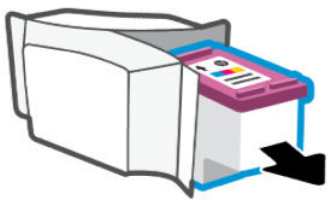
1. Make sure the printer is turned on.
2. Open the cartridge access door. Wait for the print carriage to move to the center and stop.



3. Press down to release the cartridge, and then pull it toward you out of the slot.

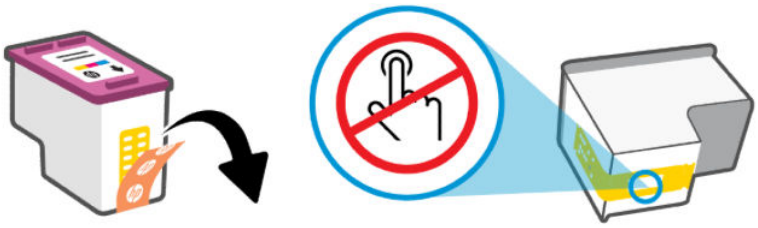


4. Recycle the cartridge. To recycle the used cartridge, go to hp.com/go/recycle.
5. Remove the cartridge from the packaging.

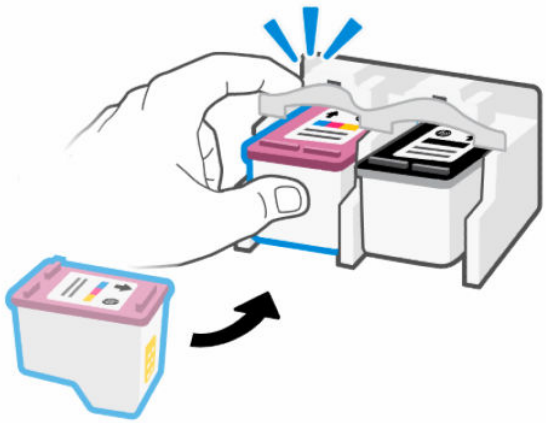


6. Remove the plastic tape using the pull tab.

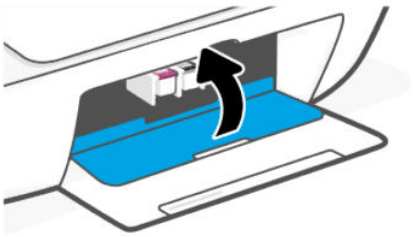
⚠ CAUTION: Do not touch the electrical contacts or print nozzles on the cartridges to prevent damage.



7. Slide the cartridge into the slot at a slight upward angle, and then push up on the cartridge until it clicks into place.



8. Repeat these steps to replace the other ink cartridge.
9. Close the cartridge access door.



An alignment page prints automatically, follow the instructions on the printed page to scan the page and align the printheads.

HP Instant Ink (some printer models)

NOTE: HP Instant Ink service is only available for some printer models and in some countries/regions. To check availability, visit hpinstantink.com.

Your printer is eligible for the HP Instant Ink replacement service, which can reduce your printing costs and save you time. After you enroll in the service, your printer automatically keeps track of your ink levels and orders more ink for you when the ink is running low. HP ships the new cartridges straight to your door before your ink runs

out, so you'll always have ink on hand when you need it. Additionally, the cartridges that you receive contain more ink than HP XL cartridges, so you'll need to replace cartridges less frequently. To learn more about how HP Instant Ink can save you time and money, go to hpinstantink.com.

Use single-cartridge mode

This mode is initiated when only one cartridge is installed in the printer, or when one of the cartridges is removed.

To exit the mode, install both cartridges into the printer.

NOTE:

- If the printer enters this mode when both cartridges are installed, remove the cartridges, make sure there is no plastic tape on them, and then reinsert the cartridges securely.
- If needed, try cleaning the cartridge contacts. See Clean cartridge contacts.

Cartridge warranty information

The HP cartridge warranty is applicable when the cartridge is used in its designated HP printing device. This warranty does not cover HP cartridges that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period, the cartridge is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the cartridge as indicated:

For a copy of the HP Limited Warranty Statement, visit hp.com/go/orderdocuments.

8 Solve a problem

Solve common printer problems.

You can also get help from the HP app and printer control panel:

- **Printer control panel**: See Interpret error codes, lights, and icons.
- The **HP app**: Provides alerts for printer issues (jams and other problems), links to help content, and options to contact support for additional assistance.

  See Use the HP app (iOS, Android, Windows, and macOS).

If the suggestions do not solve the problems, try getting help using one of the support services. See Contact HP.

Update the printer

HP periodically releases firmware updates to enhance product functionality and fix issues.

By default, if the printer (Wi-Fi models) or the connected computer has Internet connection, the printer automatically checks for updates at regular intervals.

To update the printer manually, follow the instructions in the next sections.

The HP app (iOS, Android, Windows and macOS)

Follow these steps:

1. Open the software on your computer or mobile device. If prompted, create or sign in to an HP account.
2. Click or tap your printer image to access the printer settings.
3. Select **Advanced Settings**.

   This opens the printer home page or embedded web server (EWS).
4. In EWS, click or tap **Tools**.
5. Click or tap **Printer Updates**.
6. Select **Firmware Updates** and follow the onscreen instructions.

Download from the HP support website

Follow these steps:

1. Make sure the printer is on and connected to your computer.
2. Visit the HP support website on your computer.
3. Locate your product to download and install the latest firmware.

Embedded Web Server (EWS)

You can update the printer or change the settings from EWS for network printers.

1. Open the EWS. See Access and use the EWS.
2. Click the **Tools** tab.
3. From the left menu, click **Printer Updates**, and then select **Firmware Updates**.
4. On the **Check for Firmware updates** area, click **Check Now**.

   If a printer update is available, choose to install the update or not. Your printer might restart during the update.

Interpret error codes, lights, and icons

Understand error codes, control panel lights, and display icons, and then take any actions if needed.

NOTE: When all control panel lights on the printer blink, the printer is in an error state. Turn the printer off, and then on again.

Error codes

When the control panel display shows a letter E, the printer is in an error state.

Error E0

There is a problem with the cartridge indicated by the blinking **Ink Level** icon.

The left icon represents the color cartridge and the right icon represents the black cartridge.

Check for an error message in HP software and resolve it by following the onscreen instructions.

Error E1/E2

Paper size mismatch (E1) or Paper length mismatch (E2) has occurred.

When printing, the printer detects that the paper size of the printing job does not match the width or length of the paper loaded.

1. Press the **Resume** button to continue printing with the error, or press the **Cancel** button .
2. Load paper that matches the size of the page you want to print, or change the paper size settings in your application to match the paper loaded in the printer.

   To change the paper size, see Change the paper settings.

3. Print the document again.

Error E3

The print carriage inside the printer has jammed or stalled.

1. Open the front door and the cartridge access door.
2. Make sure the print carriage is not obstructed.
3. Remove any jammed paper or other objects blocking the carriage.

   See Cartridge access area in the **Jams and paper-feed issues** section.
4. Close the cartridge access door and the front door.
5. Press the **Resume** button to continue printing or press the **Cancel** button .
6. If the problem persists, turn the printer off and on again, or contact HP.

Error E4

There is a paper jam.

Clear the jam.

See Jams and paper-feed issues.

Error E5

The scanner is not working.

1. Press the **Cancel** button , and then try scanning again.
2. If scanning still fails, turn the printer off, and then on again. If the problem persists, contact HP.

NOTE: The printer can still print even if the scanner is not working.

Error E6

The printer is in an error state.

1. Turn off the printer.
2. Unplug the power cord.
3. Wait a minute, and then plug the power cord back in.
4. Turn on the printer.

If the problem persists, contact HP.

Error E9

A firmware or printer update error has occurred.

Turn the printer off, and then on again.

If this does not solve the problem, download the latest printer firmware. Visit the HP support website for more information. You might need a USB cable to temporarily connect the printer to your computer.

Power button light

Various states of the **Power** button light.

Status	Description
On	The printer is on.
Off	The printer is powered off.
Dimmed	The printer is in Sleep mode. See Energy Save Mode or Sleep mode.
Blinking	The printer is turning on, off, or processing a job. To cancel the job, press the **Cancel** button .
Fast blinking	The cartridge access door is open, close the door. If the cartridge access door is closed, and the **Power** button light is blinking fast, the printer is in an error state. Check your computer or device for any messages that can help provide more information. If needed, try printing a page to generate an onscreen message.

Paper icon and errors

Learn about paper icon and errors.

For errors relating to paper mismatch or jams, see Error codes.

The **Error** icon and the **Paper** icon are on.

There is no paper in the input tray.

Load paper in the input tray.

See Load paper.

The **Error** icon, the **Paper** icon, and the **Resume** light are blinking.

The printer receives a printing job and detects that the printer is out of paper.

Load paper in the input tray, and then press the **Resume** button to continue printing.

Ink icons and errors

Learn about ink icons and errors.

The **Error** icon and one of the **Ink Level** icons (without segment) are blinking and the **Ink Alert** light is on.

One of the following might have occurred:

- The corresponding cartridge is missing.

  If one of the cartridges is missing, the printer enters single-cartridge mode. To exit this mode, insert the missing cartridge.

- The corresponding cartridge is installed improperly, or still has plastic tape on it.

  Remove the cartridge, make sure there is no plastic tape on it, and then reinsert the cartridge securely.

For more information, see Use single-cartridge mode or Remove and replace an ink cartridge.

The **Error** icon, both **Ink Level** icons (without segment), and the **Ink Alert** light are blinking.

One of the following might have occurred:

- Both cartridges are missing.
- Both cartridges are installed improperly, or still have plastic tape on them.
- Both cartridges are incompatible or damaged.

Try the following solutions to solve the problem.

- Make sure at least one cartridge is installed.
- If both cartridges are installed, remove the cartridges, make sure there is no plastic tape on them, and then reinsert the cartridges securely.

- Make sure that you are using the correct HP cartridges for your printer.
- If the error persists, replace the cartridges.

The **Error** icon, one or both **Ink Level** icons (without segment), and the **Resume** light are blinking.

The **Ink Alert** light is on.

One of the following might have occurred:

- One or both cartridges are counterfeit or previously used.
- One or both cartridges are very low on ink.

Try the following solutions to solve the problem.

- If the cartridges are newly installed, one or both might be counterfeit or previously used. Refer to the message in HP software for more information.
- If the cartridges are not newly installed, one or both are very low on ink.

  Press the **Resume** button to continue printing, and replace the cartridge when the print quality is no longer acceptable.

Printhead alignment alert

The Number Counter shows a blinking "A" or a racetrack animation.

The printer is doing a printhead alignment.

- The printer displays the racetrack animation when printing the alignment page.
- Changes to a blinking "A" when the alignment page is printed.
- Shows the racetrack animation again when scanning the alignment page.
- Goes to the ready state after the scan when printhead alignment is completed successfully.

When the alignment page is printed, place the printed page print-side down on the scanner glass, close the scanner lid, and then press the **Black Copy** button to scan the page.

The printer scans the alignment page and makes the necessary adjustments to improve print quality. No page is printed.

Wi-Fi status, light, and icons

The Wi-Fi light and the Wi-Fi status icons on the printer control panel together indicate the Wi-Fi connection status of the printer.

NOTE:

- To connect to a Wi-Fi network, see Connect your printer.
- To resolve wireless connection issues, see Network and connection issues.

Table 8-1 Wi-Fi status, light, and icons

Wi-Fi button/light	Wi-Fi icons on display	Wi-Fi status
Off	Off	The wireless capability of the printer is off. To turn on Wi-Fi, press the **Wi-Fi** button .
On	Wi-Fi icon is on.	The printer is connected to a Wi-Fi network. The signal bars indicate the Wi-Fi signal strength of the network that the printer is connected to.
Blinks	Wi-Fi signal bars cycle.	The printer is in Wi-Fi setup mode or is trying to connect to a Wi-Fi network. • A blinking **Wi-Fi** light indicates that the printer is not connected to a network or is trying to connect. • During printer setup, a blinking **Wi-Fi** light also indicates that the printer is in Wi-Fi setup mode. In setup mode, the **Wi-Fi** light blinks blue, the Wi-Fi signal bars cycle, and the Wi-Fi alert ! is off. If the setup mode times out after some time, try pressing the **Wi-Fi** button to turn it back on. If this does not work, you can restart the setup mode by resetting the printer network settings. See Restore original factory defaults and settings.
Blinks	Wi-Fi icon blinks in sync with **Wi-Fi** light.	The printer is in the Wi-Fi Protected Setup (WPS) mode.

Table 8-1 Wi-Fi status, light, and icons (continued)

Wi-Fi button/light	Wi-Fi icons on display	Wi-Fi status
Fast blinks three times and returns to its prior state.		The wireless capability of the printer is disabled. Change the wireless settings. See Change Wi-Fi settings from EWS.
 Blinks	 • Wi-Fi alert is on. • Wi-Fi signal bars cycle.	There is no Wi-Fi signal. • Make sure your wireless router or access point is powered on. • Move the printer closer to the router.
 Blinks	 Wi-Fi alert blinks in sync with **Wi-Fi** light.	The printer has a problem connecting to the Wi-Fi network. Press the **Wi-Fi** button and the **Information** button ⓘ together to run the wireless test, and then review the test report for information on how to solve the problem.

Jams and paper-feed issues

Look inside all paper paths and remove any jammed paper or foreign objects found.

Possible jam locations

Paper jams can occur in the following areas of the printer.

NOTE: The printer images and details may vary depending on your printer model.

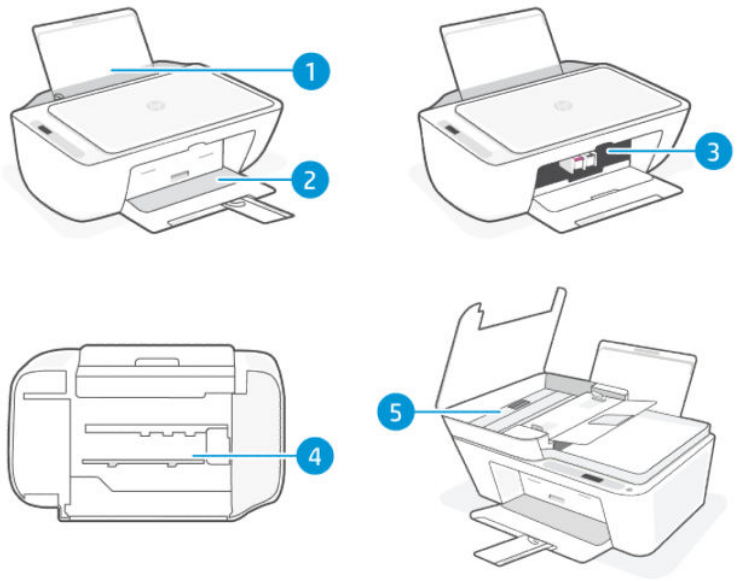


Table 8-2 Jam locations

Feature	Description
1	Input tray
2	Output tray
3	Cartridge access area
4	Bottom of the printer
5	Document feeder (some printer models)

Remove jammed paper

Look in all areas where jams can occur and remove any jammed paper or foreign objects found.

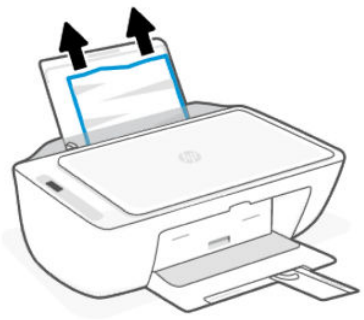
⚠ CAUTION:

- Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jammed objects.
- When removing jammed paper, use both hands to pull the paper straight out from the printer.

Input tray

Remove the input tray and clear any jams found inside the paper feed path.

1. Press the **Cancel** button ⊗ to cancel printing. If this does not clear the error, complete the following steps to clear the jam manually.
2. Remove any jammed paper found.



3. Make sure there is no foreign object in the paper path, and then reload paper.

⚠ CAUTION: Do not remove the input tray shield. It can prevent debris from falling into the paper path and causing jams or other problems.

Output tray

Remove any jammed paper from the output tray.

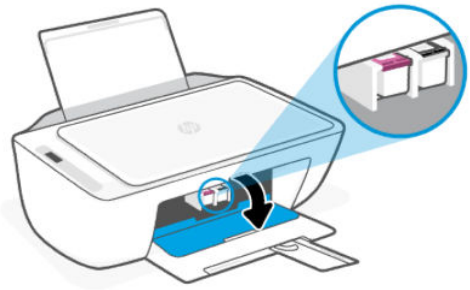
1. Press the **Cancel** button ⊗ to cancel printing. If this does not clear the error, complete the following steps to clear the jam manually.

2. Gently remove any jammed paper from the output tray.

Cartridge access area

Open the cartridge access door, look inside, and clear any jams found in the paper path.

1. Press the **Cancel** button ⊗ to cancel printing. If this does not clear the error, complete the following steps to clear the jam manually.
2. Open the cartridge access door. Wait until the print carriage is idle and silent.

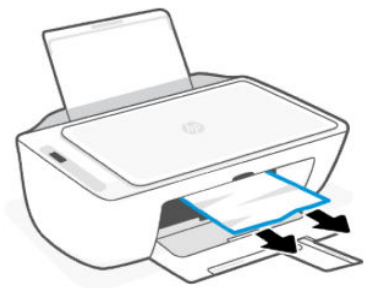


3. Press the **Power** button ⏻ to turn the printer off, unplug the power cord, and then disconnect any other cables connected to the printer.

⚠ CAUTION: To avoid the risk of electrical shock, you must unplug the power cord.

4. Use a flashlight to check for any jammed paper or foreign objects in the cartridge access area and remove them.

   To avoid tearing any whole sheets of paper, gently pull the paper with both hands.



5. If the print carriage is in the center of the printer, slide it to the right, and then remove any paper or objects blocking the carriage.
6. Close the cartridge access door.
7. Plug in the power cord, connect any other cables, and then turn the printer on.

Bottom of the printer

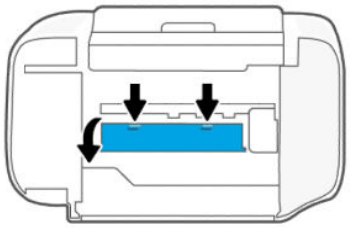
Open the bottom access door and remove any jammed paper..

1. Press the **Cancel** button to cancel printing. If this does not clear the error, complete the following steps to clear the jam manually.
2. Press the **Power** button to turn the printer off, unplug the power cord, and then disconnect any other cables connected to the printer.

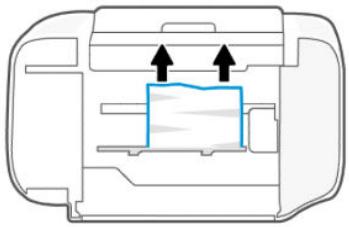
> ⚠ CAUTION: To avoid the risk of electrical shock, you must unplug the power cord.

3. Lower the input tray back into the printer, close the output tray extender, and then close the output tray.
4. Lift the front of the printer to rest the printer on its rear.
5. Locate two tabs on the bottom of the printer.

   Press and pull the two tabs to release and open the bottom access door.

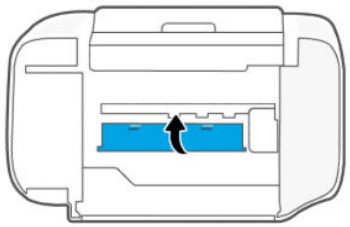


6. Remove any jammed paper by slowly pulling it out of the printer.



7. Use a flashlight to check for any torn pieces of paper and remove them.

8. Gently push the door towards the printer until both tabs click into place.



9. Turn the printer over to its normal position.
10. Plug in the power cord, connect any other cables, and then turn the printer on.

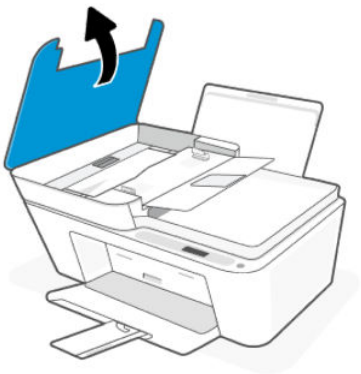
Document feeder (some printer models)

Open the cover and remove any paper found in the feeder.

NOTE: If paper jams keep occurring when using the document feeder, and other means to avoid document feeder jams do not help, try cleaning the document feeder glass area using a dry, lint-free cloth.

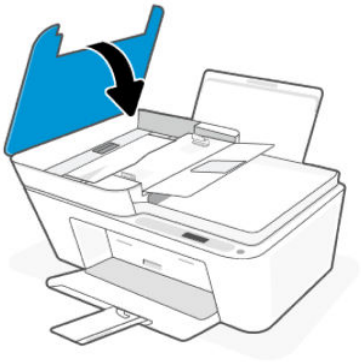
See Clean the document feeder glass area (some printer models).

1. Open the document feeder cover.



2. Gently pull any jammed paper out of the printer.

3. Close the document feeder cover.



Solve paper-feed problems

Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.

- **Paper-pick problems**
  - Make sure paper is loaded in the input tray. See Load paper.
  - Make sure paper in the input tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
  - Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
  - After printing is finished, remove unused photo paper from the input tray. Store the photo paper so it does not start to curl, which could reduce the quality of your printout.
- **Pages are skewing**
  - Load paper into the printer only when it is not printing.
  - Make sure the cover at the bottom of the printer is properly closed after clearing paper jams.
- **Multiple pages are being picked up**
  - Make sure the input tray is not overloaded with paper.
  - Make sure the pieces of the loaded paper are not sticking together.
  - Use HP paper for optimum performance and efficiency.

Learn how to avoid jams and paper-feed issues

Follow these tips to help prevent paper jams, misfeeds, and no feeds.

- Do not overfill the input tray.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper must be of the same size and type.
- Load the paper with the side to be printed on facing up.

- Do not force paper too far down in the input tray.
- Make sure that paper loaded in the input tray lays flat, and the edges are not bent or torn.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not add paper while the printer is printing. If the printer is about to run out of paper, wait until the out of paper message appears before adding paper.
- Remove printed papers from the output tray frequently.

Whenever you change the paper size or type in the tray, be sure to change the paper setting on the print menu of the software application you are printing from.

Do not remove the input tray shield. It can prevent debris from falling into the paper path and causing jams or other problems. If needed, remove paper and close the input tray when not in use.

Cartridge issues

Troubleshoot cartridge issues.

Identify which cartridge has a problem

Check the **Ink Level** icons.

The left icon represents the color cartridge and the right icon represents the black cartridge.

If HP software prompts a cartridge error but does not state which cartridge, try this:

1. Remove one of the cartridges from the printer, and then close the cartridge access door.

   If the **Ink Level** icon for the remaining installed cartridge blinks, the installed cartridge has a problem; otherwise, it does not have a problem.

2. Reinsert the removed cartridge, and then remove the other cartridge and repeat the previous step.

Fix cartridge problems

Troubleshoot cartridge issues, such as missing cartridge or cartridge cannot be detected.

Try one or more of the following:

1. Make sure the indicated cartridge is properly installed. Remove the cartridge, make sure there is no plastic tape on it, and then reinsert the cartridge securely.
2. Clean the cartridge contacts.
3. If the problem persists, replace the cartridge.

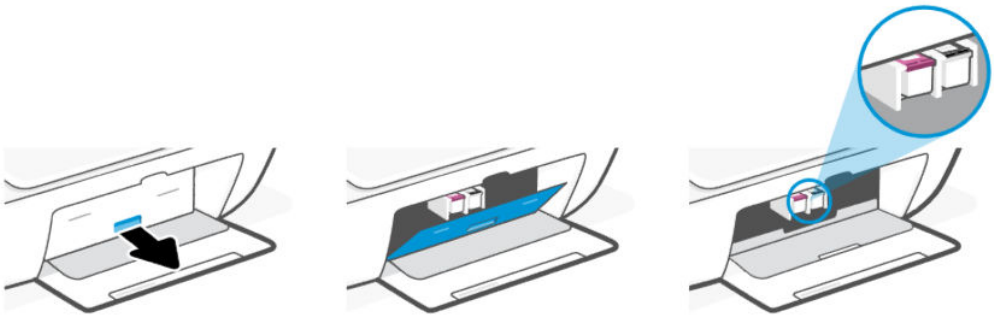
   See Remove and replace an ink cartridge.

Clean cartridge contacts

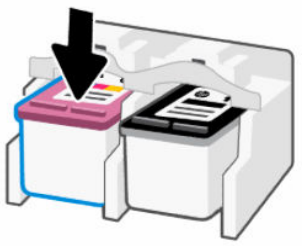
Learn how to clean the cartridge contacts.

⚠ CAUTION: Clean cartridge contacts only when necessary. This process should take only a few minutes. Do not leave cartridges unprotected outside the printer for too long to prevent the nozzles from drying out or clogging.

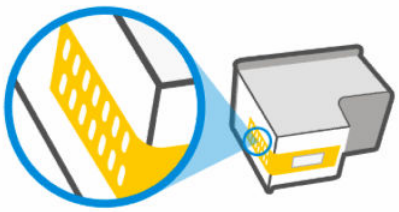
1. Make sure the printer is turned on.
2. Open the cartridge access door. Wait for the print carriage to move to the center and stop.



3. Remove the cartridge indicated in the error message.



4. Clean the cartridge contacts and printer contacts.
   a. Hold the cartridge by its sides and locate the electrical contacts (small gold-colored dots) on the cartridge.



   b. Wipe only the contacts with a dry swab or lint-free cloth.

   ⚠ CAUTION: Be careful to wipe only the contacts, do not smear any ink or other debris on the contacts or print nozzles.

5. Reinsert the cartridge.
6. Close the cartridge access door.

7. If the error message persists, turn the printer off, and then on again.

NOTE: If only one cartridge has problem, you can remove it to operate with a single cartridge.

See Use single-cartridge mode.

Printing issues

Troubleshoot printing issues.

- To avoid print quality problems, always turn the printer off using the **Power** button, and wait until the **Power** button light goes out before you pull the plug or turn off a power strip.

  This allows the printer to move the cartridges to a capped position, where they are protected from drying out.

Resolve print issues (Windows)

Make sure that the printer is turned on and that there is paper in the input tray. If you are still unable to print, try the following in order:

1. Check for error messages from the printer software and resolve them by following the onscreen instructions.
2. If a USB cable is connected, disconnect and reconnect the USB cable.

   If your computer is connected to the printer with a wireless connection, confirm that the connection is working.
3. Verify that the printer is not paused or offline.
   a. **Windows**: From the Windows **Start** menu, select **Windows System**/**Windows Tools** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
   b. Either double-click or right-click the icon for your printer and select **See what's printing** to open the print queue.
   c. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
   d. If you made any changes, try to print again.
4. Verify that the printer is set as the default printer.
   a. **Windows**: From the Windows **Start** menu, select **Windows System**/**Windows Tools** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
   b. Make sure the correct printer is set as the default printer.

      The default printer has a check mark in a black or green circle next to it.
   c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.
   d. Try using your printer again.
5. Restart the print spooler.
   a. **Windows** : From the Windows **Start** menu, click **Windows System**/**Windows Tools**, and then click **Control Panel**.

b. Click **System and Security**, and then click **Administrative Tools**.

c. Double-click **Services**.

d. Right-click the **Print Spooler**, and then click **Properties**.

e. On the **General** tab, make sure **Automatic** is selected from the **Startup type** drop-down list.

f. Under **Service status**, check the status.

- If the service is not running, click **Start**.
- If the service is running, click **Stop**, and then click **Start** to restart the service.

  Then click **OK**.

6. Restart the computer.
7. Clear the print queue.

   a. **Windows**: From the Windows **Start** menu, click **Windows System**/**Windows Tools**, and then click **Control Panel**. Under **Hardware and Sound**, click **View devices and printers**.

   b. Right-click the printer, and then select the option to see what is printing.

   c. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.

   d. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.

   e. Check the print queue again to make sure it is clear, and then try to print again.

Resolve print issues (macOS)

Follow these steps:

1. Check for error messages and resolve.
2. If a USB cable is connected, disconnect and reconnect the USB cable.
3. Verify that the product is not paused or offline.

   a. In **System Preferences**, click **Printers & Scanners**.

   b. Click the **Open Print Queue** button.

   c. Click a print job to select it.

      Use the following buttons to manage the print job:

      - **Delete**: Cancel the selected print job.
      - **Hold**: Pause the selected print job.
      - **Resume**: Continue a paused print job.
      - **Pause Printer**: Pause all print jobs in the print queue.

   d. If you made any changes, try to print again.

4. Restart the computer.

Fix print quality issues

Print the print quality diagnostics page to identify the source of print quality issues and determine if cleaning or aligning the printheads is needed.

Print a print quality report page from the HP app

Follow these steps:

1. Load Letter or A4 unused plain white paper into the input tray.
2. Open the HP software on your computer or mobile device. If prompted, create or sign in to an HP account.
3. Make sure your printer is selected.
4. Scroll to the **Product information** and select **More Information and reports**.
5. Select **Reports**, locate **Print quality report**, and then select the **Printer icon** button to print the page.

Print a print quality diagnostics page (Windows)

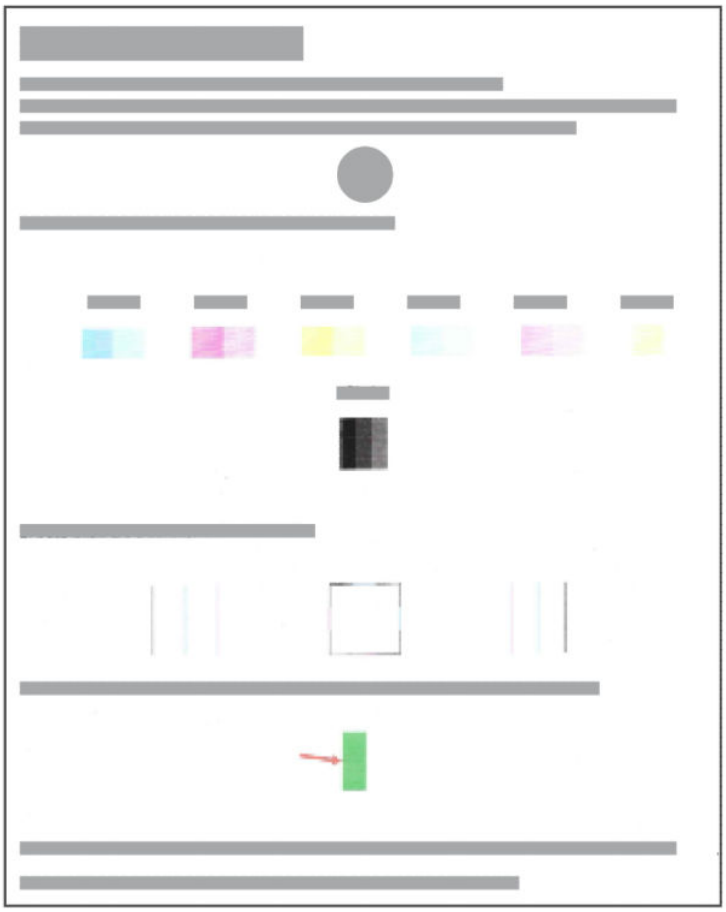
Follow these steps:

1. Load Letter or A4 unused plain white paper into the input tray.
2. From the Windows **Start** menu, open the HP printer software. Click **Print & Scan** at the top of the window.
3. In the **Print** section, click **Maintain Your Printer** to access the Toolbox.
4. In the Toolbox, click the **Device Services** tab, and then click the option to print the page.

Understand the print quality diagnostics page

Follow these steps:

1. Review the black, cyan, magenta, and yellow boxes along with the other content on the diagnostics page.



2. If the diagnostic page shows steaks or missing portions of the color and black boxes, then use the utility provided to automatically clean the cartridges.

   See Align and clean cartridges.

3. If straight lines appear jagged on printouts, or the diagnostic page indicates to align the cartridges, then use the utility provided to automatically align the cartridges.

4. If print quality problems persist , contact HP.

Align and clean cartridges

The printer has a feature to automatically align or clean the cartridges.

When you install a new cartridge, the printhead alignment page prints automatically. You must follow the instructions on the printed page to scan the page.

You can also check the print quality diagnostics page to determine if aligning or cleaning is recommended.

- **Align cartridges**: Aligning the cartridges can improve print quality. If you notice misaligned colors or lines in your printouts or on the print quality diagnostics page, you should perform an alignment.

- **Clean cartridges**: If your prints are streaked or have incorrect or missing colors, the cartridges might need to be cleaned.

NOTE:

- The cleaning process prints one page to attempt to clean the cartridges.
- Clean the cartridges only when necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridges.
- If print quality problems persist, contact HP.

The embedded web server (EWS)

Follow these steps to align or clean the cartridges.

1. Open the EWS. See Access and use the EWS.
2. Click the **Tools** tab.
3. From the left menu, click **Utilities**, and select **Print Quality Toolbox**.
4. Click the button next to the option to align or clean cartridges, and then follow the onscreen instructions.

HP printer software (Windows)

Follow these steps to align or clean the cartridges.

1. Load Letter or A4 unused plain white paper into the input tray.
2. From the Windows **Start** menu, open the HP printer software. Click **Print & Scan** at the top of the window.
3. In the **Print** section, click **Maintain Your Printer** to access the Toolbox.
4. In the Toolbox, click the **Device Services** tab, click the desired option, and then follow the onscreen instructions.

Copy and scan issues

Troubleshoot copy and scan issues.

- See Tips for successful scanning and copying.
- If one or more Copy buttons do not light up or appear not to be responding or working, try one or more of the following. Contact HP if the problem persists.
  - Try lifting and closing the scanner lid.
  - Clean the scanner lid sensor, it could be covered by dust or debris.

Network and connection issues

Troubleshoot network and connection issues.

Fix network connection issues

Choose one of the following troubleshooting options:

- Print and check the wireless network test report and network configuration page to assist in diagnosing network connection issues. See Print reports from the printer control panel.
- You can also use this tool to find network settings, such as the network name (SSID) and password (network key).
- Ensure that firewalls and security software (including anti-virus, anti-spyware programs) are not affecting the printer connection to your network.

  For more information, visit hpsmart.com/wireless-printing.
- Reset the printer network settings and reconnect the printer.

Restore original factory defaults and settings

Learn how to reset printer factory defaults and network settings.

- If the setup mode times out after some time, try pressing the **Wi-Fi** button to turn it back on. If this does not work, you can restart the setup mode by resetting the printer network settings.
- You can also troubleshoot network related issues by resetting the printer network settings.
- If you reset the printer network settings, you must reconnect the printer to the network. See Connect your printer.

Restore printer factory defaults from the control panel

Resetting the printer removes previously configured settings and preferences.

1. Open the cartridge access door.
2. Press the **Wi-Fi** button and the **Power** button at the same time for 3 seconds.

   The reset process could take up to 20 seconds.

Reset printer network settings from the control panel

Press the **Cancel** button and the **Wi-Fi** button at the same time for 3 seconds.

Restore printer factory defaults or network settings from EWS

Resetting the printer removes previously configured settings and preferences.

1. Open the EWS. See Access and use the EWS.
2. Click the **Settings** tab.
3. Click **Restore Defaults**, and then select the option to restore the factory default settings or network settings.
4. Click the button on the selected page to continue.

Web Services issues

If you are having problems using Web Services, check the following:

- Make sure the printer is connected to the Internet using a supported network connection.

- Make sure the latest product updates have been installed on the printer.
- If Web Services is disabled, restore the printer to factory default settings, and then connect the printer and set it up again.
- Make sure the network hub, switch, or router is turned on and working correctly.
- If you are connecting the printer using a wireless connection, make sure the Wi-Fi network is functioning properly. For more information, see Network and connection issues.
- If your network uses proxy settings when connecting to the Internet, make sure the proxy settings you are entering are valid:
  - Check the settings being used by your web browser.
  - Check with the IT administrator or person who set up your firewall.

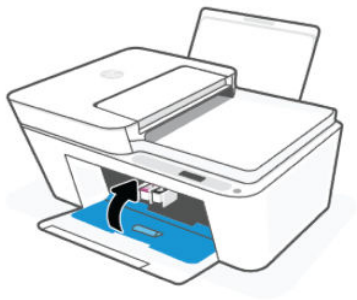
    If the proxy settings used by your firewall have changed, you must update these settings in either the printer control panel or the embedded web server (EWS). If these settings are not updated, you will not be able to use Web Services.

Printer hardware issues

Troubleshoot printer hardware issues.

Close cartridge access door

Cartridge access door must be closed to begin printing.



The printer shuts down unexpectedly

- Check the power and power connections.
- Make sure the power cord of the printer is connected firmly to a functioning power outlet.

NOTE: When Auto-Off is enabled, the printer automatically turns off after a period of inactivity to help reduce energy use. See Auto-Off.

Resolve printer failure

Turn the printer off, then on. If that does not resolve the problem, contact HP.

Printer maintenance

Clean different printer parts.

Clean the scanner glass

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.

⚠ WARNING! Before cleaning the printer, turn the printer off by pressing the **Power** button , and unplugging the power cord from the electrical socket.

1. Lift the scanner lid.
2. Clean the scanner glass and lid backing by using a dry and soft, lint-free cloth.

   Spray the cloth with a mild glass cleaner and clean **only** the glass.

   ⚠ CAUTION:

   - Do not clean the scanner lid backing with anything wet to avoid damaging the protection layer.
   - Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the scanner glass.
   - Do not spray the glass cleaner directly on the scanner glass. If too much glass cleaner is applied, the cleaner could leak under the scanner glass and damage the scanner.
3. Close the scanner lid, and turn on the printer.

Clean the document feeder glass area (some printer models)

If paper jams keep occurring when using the document feeder, and other means to avoid document feeder jams do not help, try cleaning the document feeder glass area using a dry, lint-free cloth.

1. Lift the scanner lid.
2. Using a dry and soft, lint-free cloth, clean the document feeder glass and the indicated area on the scanner lid.

HP support

HP online support provides a variety of options for help with your printer. For the latest product updates and support information, visit the HP support website at hp.com/support.

NOTE: You can also use the HP app to check printer errors and get troubleshooting assistance. For information about this app, see Use the HP app (iOS, Android, Windows, and macOS).

Contact HP

If you need help from an HP technical support representative to solve a problem, contact HP. The following contact options are available at no cost for in-warranty customers (HP agent-assisted support for out-of warranty customers may require a fee):

- Chat with the online HP Virtual Assistant.
- Call an HP support agent.

When contacting HP support, be prepared to provide the following information:

- Product name (located on the printer)
- Product number and serial number (on a label on the printer)

Register printer

By taking just a few quick minutes to register, you can enjoy quicker service, more efficient support, and product support alerts.

If you did not register your printer while installing the printer software, you can register anytime on the register.hp.com website.

Additional warranty options

Extended service plans are available for the printer at additional costs.

Visit the HP support website, select your country/region and language, then explore the extended warranty options available for your printer.

9 HP EcoSolutions (HP and the Environment)

For more detailed information about environmental guidelines that HP follows during the manufacturing process, see Environmental product stewardship program. For more information about HP's environmental initiatives, visit HP EcoSolutions.

Power Management

Learn how to reduce the power or energy use of the printer.

NOTE: Configuring longer times for these settings or turning off these features will increase energy consumption.

Auto-Off

This feature turns the printer off after a period of inactivity to help reduce energy use. Auto-Off turns the printer off completely, so you must use the Power button to turn the printer back on.

If your printer supports this energy saving feature, Auto-Off is automatically enabled or disabled depending on printer capabilities and connection options. Even when Auto-Off is disabled, the printer enters Sleep mode after 5 minutes of inactivity to help reduce energy use.

- Auto-Off is enabled when the printer is turned on, if the printer does not have network, fax or Wi-Fi Direct capability, or is not using these capabilities.
- Auto-Off is disabled when a printer's Wi-Fi or Wi-Fi Direct capability is turned on or when a printer with fax, USB, or Ethernet network capability establishes a fax, USB, or Ethernet network connection.

Energy Save Mode or Sleep mode

- Power usage is reduced in this mode.
- After initial printer setup, the printer goes to sleep mode after 5 minutes of inactivity.
- You can change the time the printer goes to sleep after a period of inactivity.
- The Power button light is dimmed and the printer control panel display is off in Sleep mode.
- To wake the printer from sleep, press any button on the printer control panel.

Change the time for Sleep mode from EWS

Follow these steps:

1. Open the EWS. See Access and use the EWS.
2. Click the **Settings** tab.
3. From the left menu, click **Power Management**.
4. Click **Energy Save Mode**.
5. Select the desired time, and then click **Apply**.

Quiet Mode

Quiet Mode slows down printing to reduce overall noise without affecting print quality.

- To reduce printing noise, turn on Quiet Mode. To print at normal speed, turn off the feature.
- The feature is off by default.
- The feature only works when printing on plain paper with normal print quality
- It is also not supported when printing photos or envelopes.
- To change the settings from the HP app, open the software on your device.

  Click or tap your printer image to access the printer settings, select **Advanced Settings** to open the EWS, and then follow the instructions in the next section.

Change Quiet Mode settings from EWS

Follow these steps:

1. Open the EWS. See Access and use the EWS.
2. Click the **Settings** tab.
3. From the left menu, click **Preferences**.
4. Click **Quiet Mode** and make the necessary changes.
5. Click **Apply**.

A Technical information

The information contained herein is subject to change without notice. Some statements might not be applicable for your printer or all countries/regions.

Specifications

For more information about the product specifications (including acoustic information, print resolutions, system requirements), visit hp.com/support.

Environmental specifications

- Recommended operating temperature range: 15°C to 30°C (59°F to 86°F).
- Operating temperature range: 5°C to 40°C (41°F to 104°F).
- Non-operating (Storage) temperature range: -40°C to 60°C (-40°F to 140°F).
- Recommended operating humidity range: 20-80% relative humidity (RH), non-condensing.
- Operating humidity range: 15-80% RH, non-condensing.
- Non-operating (storage) humidity range: 5-90% RH, non-condensing.
- In the presence of high electromagnetic fields, it is possible the output from the printer may be slightly distorted.
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields.

Input tray capacity

- Plain paper sheets (75 g/m2 [20lb]): Up to 60
- Envelopes: Up to 5
- Index cards: Up to 20
- Photo paper sheets: Up to 20

Output tray capacity

- Plain paper sheets (80 g/m2 [20lb]): Up to 25
- Envelopes: Up to 5
- Index cards: Up to 20
- Photo paper sheets: Up to 20

Paper type and size

For a complete list of supported media, refer to the printer software. For network printers, you can also check the embedded web server (EWS).

Paper weights

- Plain Paper: 60 to 90 g/m² (16 to 24 lb)
- Envelopes: 75 to 90 g/m² (20 to 24 lb)
- Cards: Up to 200 g/m²
- Photo Paper: Up to 300 g/m² (80 lb)

Print specifications

- Print speeds vary according to the complexity of the document.
- Method: drop-on-demand thermal inkjet.
- Language: PCL3 GUI

Copy specifications

- Resolution: up to 300 dpi
- Digital image processing
- Copy speeds vary according to the complexity of the document and model.

Document feeder (some printer models)

- Capacity 60 to 90 g/m² (16 to 24 lb): Up to 35.
- Scan size: 21.6 x 29.7 cm (8.5 x 11.69 inches).

Scan specifications

- Resolution: Up to 1200 dpi optical
- Color: 24-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.69 inches)

Cartridge yield

Visit hp.com/go/learnaboutsupplies for more information on estimated cartridge yields.

Regulatory notices

The printer meets product requirements from regulatory agencies in your country/region that the product is shipping to.

Regulatory Model Number

For regulatory identification purposes, your product is assigned with a Regulatory Model Number. The regulatory model number should not be confused with the marketing names or product numbers.

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE: If the product has an Ethernet / LAN port with metallic casing then use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Modifications (part 15.21)

Any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

For further information, contact: Manager of Corporate Product Regulations, HP Inc. 1501 Page Mill Road, Palo Alto, CA 94304, U.S.A.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product. The product uses either 100-240 Vac (+/- 10%) or 200-240 Vac and 50/60 Hz (+/- 3 Hz).

CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Visual display workplaces statement for Germany

GS-Erklärung (Deutschland)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

European Union and United Kingdom Regulatory Notice

Products bearing the CE marking and UK marking comply to applicable EU Directives and the equivalent UK Statutory Instruments and can operate in at least one EU Member State and in United Kingdom. The full EU and UK Declaration of Conformity can be found at the following website: hp.eu/certificates (Search with the product model name or its Regulatory Model Number (RMN), which may be found on the regulatory label.)

The point of contact for regulatory matters:

For EU: HP REG 23010, 08028 Barcelona, Spain

For UK: HP Inc UK Ltd, Regulatory Enquiries, Earley West, 300 Thames Valley Park Drive, Reading, RG6 1PT

Email: reg@hp.com

Declaration of conformity

Declaration of conformity can be found at www.hp.eu/certificates.

Regulatory wireless statements

This section contains regulatory information pertaining to wireless products.

Products with wireless functionality

EMF

This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.

If it incorporates a radio transmitting and receiving device that in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Wireless functionality in Europe

For products with 802.11 b/g/n or Bluetooth radio:

- Radio frequency band: 2400-2483.5 MHz, with transmit power of 20 dBm (100 mW) or less.

Exposure to radio frequency radiation

⚠ **CAUTION:** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a

manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Canada

Under Innovation, Science and Economic Development Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING! Exposure to Radio Frequency Radiation. The radiated output power of this device is below the Innovation, Science and Economic Development Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

To avoid the possibility of exceeding the Innovation, Science and Economic Development Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

Conformément au Règlement d'Innovation, Science et Développement Economique Canada, cet émetteur radioélectrique ne peut fonctionner qu'avec une antenne d'un type et d'un gain maximum (ou moindre) approuvé par Innovation, Science et Développement Economique Canada. Afin de réduire le brouillage radioélectrique potentiel pour d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de manière à ce que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas celle nécessaire à une communication réussie.

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Science et Développement Economique Canada. Son fonctionnement dépend des deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences nuisibles et (2) doit accepter toutes les interférences reçues, y compris des interférences pouvant provoquer un fonctionnement non souhaité de l'appareil.

AVERTISSEMENT relatif à l'exposition aux radiofréquences. La puissance de rayonnement de cet appareil se trouve sous les limites d'exposition de radiofréquences d'Innovation, Science et Développement Economique Canada. Néanmoins, cet appareil doit être utilisé de telle sorte qu'il doive être mis en contact le moins possible avec le corps humain.

Afin d'éviter le dépassement éventuel des limites d'exposition aux radiofréquences d'Innovation, Science et Développement Economique Canada, il est recommandé de maintenir une distance de plus de 20 cm entre les antennes et l'utilisateur.

Notice to Users in China/中国用户须知

如果适用，使用微功率短距离无线电设备应符合国家无线电管理有关规定。

（一）本产品符合《微功率短距离无线电发射设备目录和技术要求》的具体条款和使用场景。天线类型为 PCB 天线和/或外置天线，控制、调整及开关等使用方法详见本手册或产品说明书，使用时温度和电压的环境条件详见本手册或产品说明书。

（二）不得擅自改变使用场景或使用条件、扩大发射频率范围、加大发射功率（包括额外加装射频功率放大器），不得擅自更改发射天线；

（三）不得对其他合法的无线电台（站）产生有害干扰，也不得提出免受有害干扰保护；

（四）应当承受辐射射频能量的工业、科学及医疗（ISM）应用设备的干扰或其他合法的无线电台（站）干扰；

（五）如对其他合法的无线电台（站）产生有害干扰时，应立即停止使用，并采取措施消除干扰后方可继续使用；

（六）在航空器内和依据法律法规、国家有关规定、标准划设的射电天文台、气象雷达站、卫星地球站（含测控、测距、接收、导航站）等军民用无线电台（站）、机场等的电磁环境保护区域内使用微功率设备，应当遵守电磁环境保护及相关行业主管部门的规定；

（七）禁止在以机场跑道中心点为圆心、半径 5000 米的区域内使用各类模型遥控器。

Notice to users in Taiwan Region

台灣使用者須知

無線 LAN 802.11 裝置/藍芽裝置/短距離通訊裝置:

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前述合法通信，指依電信管理法規定作業之無線電通信。低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

應避免影響附近雷達系統之操作。

高增益指向性天線只得應用於固定式點對點系統。

Notice to users in Thailand

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กสทช.

radio communication act B.E.2498

Notice to users in Brazil

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Para maiores informações consulte o site da ANATEL www.anatel.gov.br.

Notice to users in Mexico

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Para saber el modelo de la tarjeta inalámbrica utilizada, revise la etiqueta regulatoria de la impresora.

Notice to users in Ukraine

Повідомлення для користувачів в Україні

⚠ Використовуйте лише шнур та адаптер живлення (за наявності), надані компанією HP.

Table A-1 Notice to users in Ukraine

Використана технологія	Діапазони частот радіосигналів	Максимальна потужність передавання
WLAN Wi-Fi 802.11x (2,4 ГГц)	2400–2483,5 МГц	< 100 мВт (20 дБм) EIBП
Bluetooth (2,4 ГГц)	2400–2483,5 МГц	< 100 мВт (20 дБм) EIBП
Bluetooth із низьким енергоспоживанням (2,4 ГГц)	2400–2483,5 МГц	< 100 мВт (20 дБм) EIBП
WLAN Wi-Fi 802.11x (5 ГГц)	5170–5330 МГц	< 100 мВт (20 дБм) EIBП
(тільки для використання в приміщенні)	5490–5730 МГц	< 100 мВт (20 дБм) EIBП
	5735–5835 МГц	< 100 мВт (20 дБм) EIBП

NOTE: Відповідні частотні діапазони та максимальна потужність передавання застосовуються, лише якщо в пристрої використовується зазначена технологія підключення.

Повний текст декларації про відповідність доступний на веб-сайті за такою адресою: cloud.mt-tech.co.

Accessibility

Learn more about our efforts to create accessible products, share your story, or connect with customer support for accessibility help all at:

hp.com/accessibility

For more information about the accessibility of your printer, please visit hp.com/support/inkjet/accessibility

Environmental product stewardship program

HP is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and

other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. For more information, visit HP's Commitment to the Environment website at:

hp.com/sustainableimpact

HP tips for reducing environmental impact

- Choose from a wide variety of HP papers with FSC® or PEFC™ certification, which indicates that the paper pulp came from a reputable and well-managed source.[1]
- Conserve resources-look for paper made with recycled content.
- Recycle your Original HP cartridges-it's easy and free with the HP Planet Partners program, available in 47 countries/regions and territories worldwide.[2]
- Save paper by printing on both sides of the page.
- Conserve energy by choosing ENERGY STAR® certified HP products.
- Lower your carbon footprint-all HP printers include power management settings that help you control energy use.
- Discover more ways HP and our customers are reducing environmental impact at HP EcoSolutions.

[1] HP papers certified under FSC®C017543 or PEFC™TMPEFC/29-13-198.

[2] Program availability varies. Original HP cartridge return and recycling is currently available in more than 50 countries/regions, territories, and regions in Asia, Europe, and North and South America through the HP Planet Partners program. For more information, visit: hp.com/recycle.

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. Please visit the HP Eco Solutions website for more information on HP's environmental initiatives.

hp.com/sustainableimpact

European Union Commission Regulation 2023/826

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P15 'Additional Information' of the product IT ECO Declaration at hp.com/us-en/hp-information/sustainable-impact/document-reports.html.

Paper

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Safety data sheets

Safety Data Sheets, product safety and environmental information are available at hp.com/go/ecodata or on request.

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit: hp.com/recycle.

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following website: hp.com/recycle

Power consumption

HP printing and imaging equipment marked with the ENERGY STAR® logo is certified by the U.S. Environmental Protection Agency. The following mark will appear on ENERGY STAR certified imaging products:

Additional ENERGY STAR certified imaging product model information is listed at: www.hp.com/go/energystar

Disposal of waste equipment by users

This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to hp.com/recycle.

Waste disposal for Brazil

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

Após o uso, as pilhas e/ou baterias dos produtos HP deverão ser entregues ao estabelecimento comercial ou rede de assistência técnica autorizada pela HP.

Para maiores informações, inclusive sobre os pontos de recebimento, acesse: hp.com.br/reciclar

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH *(Regulation EC No 1907/2006 of the European Parliament and the Council)*. A chemical information report for this product can be found at: hp.com/go/reach.

The Table of Hazardous Substances/Elements and their Content (China)

电器电子产品中有害物质的名称及含有信息表

根据中国《电器电子产品有害物质限制使用管理办法》

产品中有害物质的名称及含有的信息表										
部件名称	有害物质									
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBBs)	多溴二苯醚 (PBDEs)	邻苯二甲酸二正丁酯 (DBP)	邻苯二甲酸二异丁酯 (DIBP)	邻苯二甲酸丁苄酯 (BBP)	邻苯二甲酸二（2-乙基）己酯 (DEHP)
外壳和托盘	○	○	○	○	○	○	○	○	○	○
电线	○	○	○	○	○	○	○	○	○	○
印刷电路板	×	○	○	○	○	○	○	○	○	○
打印系統	×	○	○	○	○	○	○	○	○	○
显示器	×	○	○	○	○	○	○	○	○	○
喷墨打印机墨盒	○	○	○	○	○	○	○	○	○	○
驱动光盘	×	○	○	○	○	○	○	○	○	○
扫描仪	×	×	○	○	○	○	○	○	○	○
网络配件	×	○	○	○	○	○	○	○	○	○
电池板	×	○	○	○	○	○	○	○	○	○
自动双面打印系统	○	○	○	○	○	○	○	○	○	○
外部电源	×	○	○	○	○	○	○	○	○	○

注 1：○：表示该有害物质在该部件所有均质材料中的含量均不超出电器电子产品有害物质限制使用国家标准要求。

×：表示该有害物质至少在该部件的某一均质材料中的含量超出电器电子产品有害物质限制使用国家标准要求。

注 2：以上未列出的部件,表明其有害物质含量均不超出电器电子产品有害物质限制使用国家标准要求。

Declaration of the Presence Condition of the Restricted Substances Marking (Taiwan Region)

台灣地區 限用物質含有情況標示聲明書

Taiwan region Declaration of the Presence Condition of the Restricted Substances Marking

單元Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr^{+6})	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
列印引擎 Print engine	—	○	○	○	○	○
外殼和紙匣 External Casing and Trays	○	○	○	○	○	○
電源供應器 Power Supply	—	○	○	○	○	○
電線 Cables	○	○	○	○	○	○
印刷電路板 Print printed circuit board	—	○	○	○	○	○
控制面板 Control panel	—	○	○	○	○	○
墨水匣 Cartridge	○	○	○	○	○	○
掃描器組件 Scanner assembly	—	○	○	○	○	○

備考1. 〝超出0. 1 wt %〞及〝超出0. 01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。

Note 1：“Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2. 〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2：“○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3. 〝—〞係指該項限用物質為排除項目。

Note 3：The “—” indicates that the restricted substance corresponds to the exemption.

若要查看產品的使用指南或手冊，請前往 hp.com/support，依照畫面指示以取得相關文件。

To find the latest user guides or manuals for your product, visit hp.com/support and follow the instructions to access your product page.

Restriction of hazardous substance (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste (Management and Handling) Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

Restriction on hazardous substances statement (Turkey)

Türkiye Cumhuriyeti: AEEE Yönetmeliğine Uygundur

EPEAT

EPEAT is an Electronic Product Environmental Assessment Tool used to evaluate the effects of a product on the environment. HP products are designed to meet EPEAT criteria. Click here for information on HP's EPEAT registered products.

For more information on EPEAT, go to EPEAT.net.

SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

噪声大于 63.0 dB(A) 的办公设备不宜放置于办公室内，请在独立的隔离区域使用。

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

如您需要确认本产品处于零能耗状态，请按下电源关闭按钮，并将插头从电源插座断开。

您可以使用再生纸，以减少资源耗费。

China Energy Label for Printer, Fax and Copier

复印机、打印机和传真机能源效率标识实施规则

依据“复印机、打印机和传真机能源效率标识实施规则”，该打印机具有中国能效标识。标识上显示的能效等级和操作模式值根据“复印机、打印机和传真机能效限定值及能效等级”标准（“GB 21521”）来确定和计算。

1. 能效等级

   产品能效等级分 3 级，其中 1 级能效最高。能效限定值根据产品类型和打印速度由标准确定。能效等级则根据基本功耗水平以及网络接口和内存等附加组件和功能的功率因子之和来计算。

2. 能效信息

   喷墨打印机

   - 操作模式功率

     睡眠状态的能耗按照 GB 21521 的标准来衡量和计算。该数据以瓦特 (W) 表示。

   - 待机功率

     待机状态是产品连接到电网电源上功率最低的状态。该状态可以延续无限长时间，且使用者无法改变此状态下产品的功率。对于“成像设备”产品，“待机”状态通常相当于“关闭”状态，但也可能相当于“准备”状态或者“睡眠”状态。该数据以瓦特 (W) 表示。

- 睡眠状态预设延迟时间

  出厂前由制造商设置的时间决定了该产品在完成主功能后进入低耗模式（例如睡眠、自动关机）的时间。该数据以分钟表示。

- 附加功能功率因子之和

  网络接口和内存等附加功能的功率因子之和。该数据以瓦特 (W) 表示。

标识上显示的能耗数据是根据典型配置测量得出的数据，此类配置包含登记备案的打印机依据复印机、打印机和传真机能源效率标识实施规则所选的所有配置。因此，该特定产品型号的实际能耗可能与标识上显示的数据有所不同。

要了解规范的更多详情，请参考最新版的 GB 21521 标准。